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# Charlottesville Department of Social Services

## Our Mission

To join with the community in providing social services that meet essential needs, promote self-sufficiency, and enhance the quality of life for all residents.

## Our Vision

We envision a community where the basic needs of individuals and families are met, all vulnerable people are safe, and everyone has the support needed to achieve their potential.

## Our Values

**Integrity:** We deliver services with honesty and accountability and we cultivate trust in our organization. We maintain the highest standards of ethical conduct and personal responsibility in our interactions with clients strictly respecting confidentiality at all times.

**Dignity:** We treat clients and co-workers as individuals with mutual respect and trust, and we respect and value diversity in our organization and community.

**Fairness:** We treat all residents and co-workers equitably regardless of race, gender, age, religion, disability, sexual preference, or personal or cultural background. We are sensitive to these issues when delivering services.

**Communication:** We support open communication with all residents, community partners, and co-workers. We take initiative and responsibility for giving and obtaining all the information we need to achieve our mission.

**Responsiveness:** We respond to residents and colleagues promptly and courteously. We make our services accessible and deliver them in a timely manner.

**Quality:** We work to be the best at what we do, and continually improve. We advocate for addressing client needs when resources are insufficient.

**Creativity:** We maintain an environment that encourages and rewards innovation and makes the best use of everyone's talents and abilities.

**Empowerment:** We take responsibility for knowing our agency's mission and values and act accordingly in our jobs.